

AMENDMENTS TO THE CLAIM

This following listing of claims will replace all prior versions, and listings, of claims in the application:

1-15. (Canceled)

16. (Currently amended) A process, comprising:

- displaying an IT services catalog;
- presenting one or more options associated with the IT services catalog;
- determining if an option is selected, the option indicating a request to provide assistance with selecting one or more IT services from the IT services catalog;
- displaying a question if the request is detected, wherein the question is evaluated using a decision tree;
- traversing the decision tree based upon one or more answers, in customer terminology, received in response to the question until one or more service actions are determined;
- identifying the one or more service actions based upon the one or more answers;
- ~~filling~~ receiving data in a field in a data structure based upon the one or more answers;
- requesting input associated with one or more unpopulated fields associated with the data structure, wherein the input is used to determine the one or more service actions; and
- validating the input to configure one or more IT services, in IT terminology, associated with the one or more service actions.

17. (Previously presented) The process of claim 16, further comprising:

- validating the one or more answers using a constraint;
- rejecting the one or more answers if the constraint is violated or the one or more answers are invalid; and
- providing another question if the one or more answers are rejected.

18. (Previously presented) The process of claim 16, further comprising:

validating the one or more answers using a validation formula;
rejecting the one or more answers if the validation formula indicates the one or more answers are invalid; and
providing another question if the one or more answers are rejected.

19. (Previously presented) The process of claim 17, wherein the constraint is stored in one or more attributes of the data field in the data structure.

20. (Previously presented) The process of claim 17, wherein the constraint is stored in a service advisor, the service advisor being configured to provide the assistance.

21. (Previously presented) The process of claim 16, wherein another field in the data structure is filled in automatically based upon the one or more answers.

22. (Previously presented) The process of claim 16, wherein the input associated with each of the one or more unpopulated fields associated with the data structure comprises a dialog box presenting a suggested default answer based upon configuration attribute data associated with each of the one or more unpopulated fields.

23. (Currently amended) A process, comprising:

displaying an IT services catalog comprising one or more IT services;
determining if a service action is selected to create an instance of the one or more IT services;
launching a service advisor, wherein the service advisor uses a decision tree if the service action is not selected;
displaying one or more questions, wherein the one or more questions are presented according to the decision tree, the decision tree having one or more recommendations associated with the one or more IT services;
validating one or more answers, in customer terminology, received in response to the one or more questions;
identifying the one or more IT services based upon the one or more answers;

entering receiving data, in IT terminology, into one or more fields of one or more data structures associated with the one or more IT services; and

requesting input associated with one or more empty fields of the one or more data structures, wherein the one or more empty fields comprise relationship fields used to define the one or more IT services.

24. (Previously presented) The process of claim 23, wherein the one or more empty fields are filled in using a pointer to one or more service actions based upon the one or more answers and the input.

25. (Previously presented) The process of claim 23, wherein the one or more empty fields are filled in using a pointer to an IT resource, based upon the one or more answers and the input.

26. (Previously presented) The process of claim 23, wherein the one or more empty fields are filled in using a pointer to one or more services actions and an IT resource, based upon the one or more answers and the input.

27. (Previously presented) The process of claim 23, wherein the validating the one or more answers further comprises using a constraint stored in one or more attributes of the one or more fields of the one or more data structure.

28. (Previously presented) The process of claim 27, wherein the constraint is a validation formula.

29. (Previously presented) The process of claim 23, wherein the validating the one or more answers comprises using a constraint stored in the service advisor.

30. (Previously presented) The process of claim 23, wherein the one or more questions comprises one or more dialog boxes.

31. (Previously presented) The process of claim 30, wherein the one or more dialog boxes comprise one or more selectable icons associated with the one or more answers.

32. (Currently amended) A system, comprising:

- a database configured to store data associated with an IT services catalog; and
- a processor configured to display an IT services catalog, to present one or more options associated with the IT services catalog, to determine if an option is selected, the option indicating a request to provide assistance with selecting one or more IT services from the IT services catalog, to display a question if the request is detected, wherein the question is evaluated using a decision tree, to traverse the decision tree based upon one or more answers, in customer terminology, received in response to the question until one or more service actions are determined, to identify the one or more service actions based upon the one or more answers, to ~~fill~~ receive data in a field in a data structure based upon the one or more answers, to request input associated with one or more unpopulated fields associated with the data structure, wherein the input is used to determine the one or more service actions, and to validate the input to configure one or more IT services, in IT terminology, associated with the one or more service actions.

33. (Currently amended) A system, comprising:

- a repository configured to store data associated with an IT services catalog comprising one or more IT services; and
- logic configured to display an IT services catalog comprising one or more IT services, to determine if a service action is selected to create an instance of the one or more IT services, to launch a service advisor, wherein the service advisor uses a decision tree if the service action is not selected, to display one or more questions, wherein the one or more questions are presented according to the decision tree, the decision tree having one or more recommendations associated with the one or more IT services, to validate one or more answers, in customer terminology, received in response to the one or more questions, to identify the one or more IT services based upon the one or more answers, to ~~enter~~ receive data, in IT terminology, into one or more fields of one or more data structures associated with the one or more IT services, and to request input associated with one or more empty fields of the one or more data structures, wherein the one or

more empty fields comprise relationship fields used to define the one or more IT services.

34. (Currently amended) A computer program product embodied in a computer readable medium and comprising computer instructions for:

- displaying an IT services catalog;
- presenting one or more options associated with the IT services catalog;
- determining if an option is selected, the option indicating a request to provide assistance with selecting one or more IT services from the IT services catalog;
- displaying a question if the request is detected, wherein the question is evaluated using a decision tree;
- traversing the decision tree based upon one or more answers, in customer terminology, received in response to the question until one or more service actions are determined;
- identifying the one or more service actions based upon the one or more answers;
- ~~filling~~ receiving data in a field in a data structure based upon the one or more answers;
- requesting input associated with one or more unpopulated fields associated with the data structure, wherein the input is used to determine the one or more service actions; and
- validating the input to configure one or more IT services, in IT terminology, associated with the one or more service actions.

35. (Previously presented) The computer-program product of claim 34, further comprising validating the one or more answers.

INTERVIEW SUMMARY UNDER 37 C.F.R. §1.133 AND MPEP §713.04

A telephonic interview in the above-referenced case was conducted on January 30, 2008 between the Examiner and the Applicants' undersigned representative. Amendments to the claims were discussed in light of the rejections set forth in the Office Action mailed November 15, 2007. The Applicant wishes to thank the Examiner for his time and attention in this case.